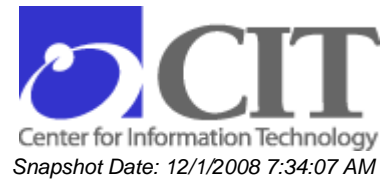


Customer Service Report for SCB

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	1	0	0	1	0	6
Password Reset	0	0	0	1	0	0	0	0	1	0	7
Application Support											
General Info	1	0	0	0	0	1	0	0	0	0	0
OS/NOS/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	12
Helix Support											
Apps/Exodus/WebTer mX	1	0	0	0	0	0	0	0	1	0	5
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	1	0	4
Apps/Other	1	0	0	0	0	0	0	0	1	0	5
Info/General	2	0	0	0	0	1	0	0	1	0	2
Sequence Analysis/Other	1	0	0	0	0	0	0	0	1	0	7
Grand Total:	11	0	0	1	0	4	0	0	8	0	4

Total Tickets Closed:	8
Total Tickets Assigned/Pending/Checked Out:	4
Total Tickets Created:	12